

What is claimed is:

1. A method to at least dynamically assist a customer to use a service operator that offers a lowest usage rate, where at least a portion of communication service is charged by duration, said method comprising the steps of:

5 inputting customer identification to a customer service unit such that said customer service unit confirms with the customer after said customer identification is exactly received;

10 receiving dialing data of the customer, storing said dialing data in the memory of a front-end control device, and then making a call based on a number-mapping table in said front-end control device;

15 sending said dialing data in said front-end control device regularly to said customer service unit and acquiring said number-mapping table optimized based upon previous said dialing data in accordance with a fixed charge and variable rates of a plurality of service operators for said communication;

20 inquiring customer service records of the customer from a website controlled by said central server wherein the customer is authorized by identifying said customer identification for communication security; and

25 displaying the code name of said service operator to correctly show said service operator providing lowest usage rate when said call is made.

2. The method of claim 1, wherein said communication service is the one selected from one group consisting of international call, long distance call, roaming call, and point-to-point connection call, wireline, wireless, cable TV, satellite, broadcast, voice, data, broadband, multimedia communication and the combinations.

3. The method of claim 1, wherein said customer identification is the one selected from one group consisting of the serial number of said front-end control devices, customer identification number, customer name, customer phone number, customer address, historic calls and the combinations.

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4. The method of claim 1, wherein said dialing data is the one selected from one group consisting of dialed numbers, dialed parameters, calling time, calling duration, calling traffic, and the combinations.

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5. The method of claim 4, wherein said front-end control device utilizes said dialed numbers, said dialed parameters and said number-mapping table to obtain a plurality of dialed-out parameters corresponding to said service operator offering lowest communication usage rate.

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6. The method of claim 1, further using said dialing data, said fixed charge and variable rates of all service operators, and a plurality of discount plans of said service operators to map out a plurality of dialed-out parameters to utilize the lowest communication usage rate.

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7. The method of claim 6, wherein said fixed charge, variable rates, and said discount plans of said service operators can be retrieved automatically from said service operators.

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8. The method of claim 1, further comprising the step that the customer is able to change said code name of said service operator determined by said central server

into another desired service operator as default setting.

9. The method of claim 1, wherein said website may periodically send said customer service records to e-mail box of the customer to reduce customer query on the website.

10. The method of claim 1, wherein said customer service records are the one selected one group consisting of said dialing data, dialed-out parameters, saved communication-cost, said fixed charge, said variable rates, discount plans and the combinations.

11. A system to at least dynamically assist a customer to use a service operator that offers a lowest communication usage rate, wherein at least a portion of communication service is charged by duration, said system comprising:

a dialing device for making a dialing process to create a communication with said service operator;

a front-end control device, coupled to said dialing device, for transferring one dialing parameter generated by the customer into another dialing parameter corresponding to said service operator, for storing a dialing data, and for regularly exchanging information; and

a central server, coupled to said front-end control device via a communication network connected to a local network for internal communication, said central server having:

an application program unit, coupled to said local network, for computing the communication-cost by using dialing data in accordance with

fixed charge and variable rates of a plurality of service operators for said communication service; and

a database unit, coupled to said local network and said application program unit, for providing said application program unit with a plurality of operation tables.

12. The system of claim 11, wherein said communication service is the one selected from one group consisting of international call, long distance call, roaming call, point-to-point connection call, wireline, wireless, cable TV, satellite, broadcast, voice, data, broadband, multimedia communication and the combinations.

13. The system of claim 11, wherein said dialing device is the one selected from one group consisting of phones, fax machines, computers, private exchange (PBX), mobile phones, data gateways, data switches, personal data assistant (PDA), gaming devices, television, setup boxes, and the combinations.

14. The system of claim 11, wherein said front-end control device is at least a software program incorporated into the dialing device.

15. The system of claim 11, wherein said central server utilize data warehousing techniques to segment customers and perform database marketing for displaying advertising messages from said customer service unit.

16. The system of claim 11, further comprising a customer service unit coupled to said local network for maintaining information with respect to the customer and said

service operator.

17. The system of claim 11, further comprising an information management unit coupled to said local network for managing data stream within said central server
5 and said local network.

18. The system of claim 11, further using free calling minutes and volume discount plans offered by said service operator to optimize the communication-cost.

19. The system of claim 11, wherein said operation tables is the one selected from one group consisting of a customer identification, said dialing data, a number-mapping table, said fixed charge, said variable rates, a discount plans, a customer service records, a advertising messages, service operator codes and the combinations.
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20. A system to at least dynamically assist a customer to use a service operator that offers a lowest communication usage rate, where at least a portion of communication service is charged by duration, said system comprising:
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a dialing device for making a dialing process to create a communication with said service operator;

20 a front-end control device, coupled to said dialing device, for transferring one dialing parameter generated by the customer into another dialing parameter corresponding to said service operator, for storing a dialing data, and for regularly exchanging information ; and

a central server, coupled to said front-end control device via a wide-area
25 communication network connected to a local network for internal communication, said

central server having:

a customer service unit, coupled to said local network, for maintaining information with respect to the customer and said service operator;

an information management unit, coupled to said local network, for managing data stream within said central server and said local network;

an application program unit, coupled to said local network, for computing the communication-cost by using dialing data in accordance with fixed charge and variable rates of a plurality of service operators for said communication service; and

a database unit, coupled to said local network and said application program unit, for providing said application program unit with a customer identification, said dialing data, a number-mapping table, said fixed charge, said variable rates, a discount plans, a customer service records, a advertising messages, service operator codes and the combinations.